

We constantly strive to improve our high standards. Your comments are very important to us and will be assessed by our management team.

SCHOOL: [REDACTED] PARTY LEADER: [REDACTED]
CENTRE: Locherbie DATES: 16-20th September
NAME OF ACCOMMODATION: Pod Village 2

Please score on the following basis if not making any comment:
1 - Excellent 2 - Very Good 3 - Good 4 - Acceptable 5 - Poor

SECTION 1: Pre Arrival

Did you find the brochure accurate and informative? N/A

How could we improve our website, www.manoradventure.com?

N/A

If you had a visit from one of our School Journey Advisors:

Did he provide a fair description of our centre and product? N/A

How professional was the Presentation Evening? N/A

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? Very prompt! 1

Operations (Rooming, outdoor pursuit programmes, support)? Very good! 1

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 2

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 (spotless!) Catering: 1

Were there any accommodation problems? No problems!

Standard of cleanliness / tidiness? (teacher & pupil) 1 - pots were very clean + regularly cleaned

Standard of Furnishing? 2 - teacher's beds uncomfortable

SECTION 4: Meals

Were the meals of an adequate standard? 1 - good selection of meals

Was there enough to eat? 1 - children enjoyed salad bar at lunch!

Was the food served promptly? 1

Were all dietary requirements catered for? N/A for our stay

How do you rate the packed lunches? N/A

Any other comments? Staff in the kitchen were very friendly and accommodating

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Hard to pick one - outstanding team who encouraged and made our trip very enjoyable!

How do you rate the outdoor pursuits? 1 - outstanding and well maintained, some equipment updated too!

How do you rate the outdoor pursuit equipment? see above - you have a very competent and motivated staff team!

What were your pupil's favourite outdoor pursuits? Water activities! Disco, biking, abseiling - we loved all of them!

Are there any new outdoor pursuits you would like Manor Adventure to offer?

Zorbing

Do you have any suggestions on how we could improve our product or outdoor pursuits?

Reducing wait times for the children

SECTION 6: Overall Assessment

The meals!!

Which aspect of your stay was most enjoyed? The instructors, their professionalism and encouragement has been brilliant!

Which aspect of your stay was least enjoyed?

How do you rate the overall product on a value for money basis? 1 - very good value for money!

Will you be considering a further visit with Manor Adventure? Yes!

Have you any further general comments which you feel would be useful to us?

Certificates are good! Good choice for senior staff - highly motivated, passionate instructors - really good atmosphere on sight!

Where did you hear of Manor Adventure? Former head teacher

What were the reasons for choosing Manor Adventure? We've been coming for years and enjoy it!

Which centre did you visit last year? Lockerbie

What other visits does your school organise?

SECTION 7

Do you know of any other schools or colleagues who may be interested in visiting any of our centres in England, Scotland, Wales and France?

Name: Name:

Address: Address:

manor adventure

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WIC 110 SEPT 2019

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COURSE REPORT FORM

PLEASE COMPLETE AND RETURN TO RECEPTION BY 10 AM ON DEPARTURE DAY



Your views are very important to us. We would greatly appreciate five minutes of your time to complete and return this form to reception prior to your departure

We hope you have enjoyed your visit with us Thank you for a lovely trip!



Have you considered our French Centres

Le Château de Warsy & Le Château du Broutel

